DDMS Credit Card Processing

ECi

ECi DDMS®

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Contents

About Credit Card Processing with NET1

Processing credit cards through your system is easier and more flexible than ever. NET1 Payment Solutions is superior integrated payment processing technology. It allows competitive pricing with Level 3 processing. There is a single point of contact for authorization and settlement. A major bonus is the knowledgeable and responsive customer support. Recent enhancements include:

- Level 3 line item detail
- Level 3 transactions for taxable and non-taxable orders
- Bill-complete flow and credit card authorization flow merge
- Control of approval numbers and dollars
- Greater prepay transaction flexibility
- Approval Link 4.0 to interface between your system and NET1.

To process payments with Level 3 line item detail, you need Approval Link +, Approval Link 4.0, and NET1. (Approval Link + is only available with DDMS Version 7.6 or greater software.)

Note: Approval Link 4.0 requires authorization. For more information, see **Requesting Authorization**.

Approval Link + and Approval Link 4.0, together with NET1 can cut costs for processing credit card transactions. They also let you:

- Be compatible with all major credit card services including MasterCard and Visa. All other cards use Level 2
- Accept procurement, corporate, major, and private label credit cards
- Approve Level 1 and Level 2 transactions
- Accept multiple merchant IDs
- Change prepay orders
- Make fast, reliable TCP/IP connections from your server to your clearinghouse
- Use approved point-of-sale equipment
- Authorize credit card orders placed through ECinteractive

- Delay capture of funds. (When a credit card is authorized for an order that is not invoiced, the total dollar amount of the order is temporarily reserved on the credit card and a reference number is assigned. With Approval Link 2.0, billing the order tied up the money until it expired because the invoice was sent in a separate transaction. However, Approval Link 4.0 combines the authorization and invoice by sending the reference number with the invoice transaction.)

Note: When switching to a new service, you may get an error message when processing previously authorized transactions. If the message Invalid T-Reference appears, process the transactions again. Processing the transacations again should fix the problem. This problem should not occur after using this new service for a couple of days.

Hardware and Software Requirements

✓ Internet access via TCP/IP

✓ DDMS Server
  - DDMS version 8.11.40
  - TBL version 6.21 or later
  - Network connection

✓ Network Connection
  - Server must be connected to a Microsoft Windows 2000 network with minimum system requirements.

✓ UtilExt 3.13

✓ ECI² Card Link

What You Need To Set Up

1. Contact NET1 before contacting ECi. See **Contacting NET1**.
2. Request authorization from ECi. See **Requesting Authorization**.
3. Install the latest DDMS software included with your update.
4. Configure the UtilExt 3.13 program for Approval Link 4.0. See **Configuring the Utility Extension Program**.
5. Enable workstations in the (+VJ) Multiple Text Based Ids screen. See **Enabling Workstations**.
6. Configure the (LG7) screen to prompt for the customer's billing address when completing an order or posting a payment. See **Configuring the (LG7) Screen**.

7 **(Optional)** Set up general ledger numbers for your credit card accounts, if needed. See **Setting Up G/L Master Numbers**.

8 Set parameters for Level 3 credit card processing. See **Setting Up and Using Level 3 Processing**.

9 Set up multiple merchant ids in the (+VI) Approval Link ID Setup screen. You can set up multiple merchant IDs three ways: by location, by customer account, and by order type. See **Setting Up Multiple Merchant IDs**. (You must be using Version 10.2.1 or later for this feature to work.)

10 If you are using the Customer Reference ID feature, see **Using the Customer Reference ID Feature**.

Contacting NET1

You must contact NET1 and request the merchant ID and merchant key.

For more information, contact Brian Morabito at NET1 Payment Solutions at (800) 718-8005 or brian@NET1creditcard.com.

Requesting Authorization

Contact ECi Support to request authorization for Approval Link 4.0 and Approval Link +. If you use credit cards on Dealer Station, ECinteractive, D-Force II, or I.S.G., you must also request authorization from Egate CC online. Before authorizing the new programs, Approval Link 1.0, Approval Link 2.0, and Approval Link 3.0 must be unauthorized if they are currently installed.

The Customer Reference ID feature lets you set up your customer with a default reference ID by order number, short purchase order number, or long purchase order number. This feature requires additional authorization. You must request authorization for the Customer Reference ID feature from ECi Support.

Check your Caps Lock key before editing the UtilExt_Applink.ini file.

Configuring the Utility Extension Program

The Utility Extension program is the interface between Approval Link +, Approval Link 4.0, and NET1.

1 Configure the UtilExt_Applink.ini file for use with NET1.

1.1 Using Windows Explorer, find and open the folder, ddms\utilext. (This is probably on your D: drive.)

1.2 Double-click the file UtilExt_Applink.ini.

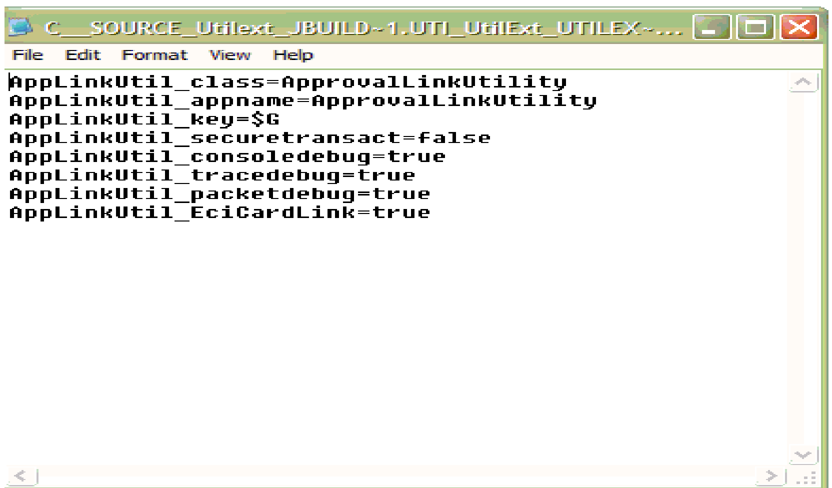
1.3 Using Notepad, make sure the EciCardFile field is set to True. See Figure 1. You may need to set this field manually.

1.4 Save your changes.

2 Configure the UtilExtLink.dll.config file for use with NET1.

2.1 Using Windows Explorer, go to the folder program files\ecommerce industries, inc\eci2 card link. (This is probably on your C: drive.)

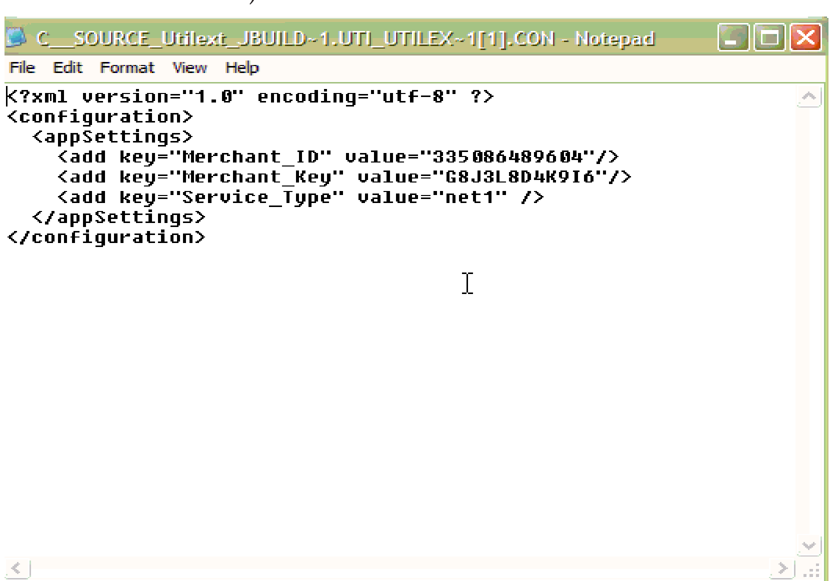
Figure 1: The EciCardFile Field



2.2 Double-click the file UtilExtLink.dll.config.

2.3 Using Notepad, make sure the Service Type field is set to NET1. See Figure 2. You also need to enter your Merchant ID and Merchant Key information. (You must get this information from NET1.)

Figure 2: The Service Type Field



2.4 Save your changes. (*Do not* select Save As. This file must be saved as UtilExtLink.dll.config.)

2.5 Copy the file to the DDMS\BIN folder.

3 Restart TBL Server.

Enabling Workstations

In the (+VJ) screen, you must assign each of your workstations or users a terminal ID and a text-based ID. The text-based ID denotes the group to which each workstation is assigned in the Approval Link Configuration program. For example, you might have three workstations (T1, T2, T3) assigned to G, which is the NET1 server.

1. In the (+VJ) screen, type **A**.
2. In the Terminal ID field, shown in Figure 3, assign a code to the terminal to set up. For example, enter T3. Make sure the (+VJ) terminal ID matches the AppLinkUtil_key=$G field from the UtilExt_AppLink.ini file.
3. In the Text Based ID field, type **G**.
4. At the Are You Sure prompt, type **Y**.
5. To add more terminals, repeat Steps 1 through 4. When you finish, press Esc twice to return to the (+V) screen.

Note: Terminals not set up in the (+VJ) screen cannot communicate with NET1.

Figure 3: The (+VJ) screen

```
11:43:31       (VJ) Setup Multiple Text Based Ids. (06/13/03)          09/11/03
================================================================================
Action ? [ ]   (A=Add, C=Change, D=Delete, N=Next Page, F=First Page)
================================================================================
Terminal ID    :T3
Text Based ID  :_   (G-Z)(ID used to Communicate with Approval Link)

Terminal Id  Text Based Id              Terminal Id    Text Based Id
  T1           G
  T3           G







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```

Setting Up the DDMS Client

To use credit cards with DDMS, you must set up a terminal ID for the DDMS client. For instructions, refer back to **Enabling Workstations**.

1. In the DDMS Master Menu, click View.
2. From the View menu, click Options.
3. In the Options dialog box, click the Terminal tab. The terminal ID is specified in the Terminal ID box. (The ID's first digit must be the letter T.)
4. Click OK.
5. Return to the (+VJ) screen and set up the terminal ID.

Configuring the (LG7) Screen

You must set up the (LG7) screen for credit cards and return credit cards. To do this, you must first enter 3 in the Tender Code field and follow the directions below, then go back and enter T Tender Code field and follow the directions below.

In the (LG7) screen, you need to set the Prompt for Bill to Address field to Y. After you do this, the system prompts you for the customer's billing address when you complete an order in Order Entry or post a payment in A/R. When the system prompts you for the customer's billing address, you can change only two fields: Street and Zip. The other fields are automatically populated.

1. Go to the (LG7) screen. In the Action field, type **C**.
2. In the Tender Code field, type **3** or **T**. (You need to set parameters for both of these tender codes, so you must go through these instructions twice.)
3. Press Tab to move the cursor to the Prompt for Account # field and type **Y**.
4. Press Tab to move the cursor to the Prompt for Exp Date field and type **Y**.
5. Tab to the Prompt for Bill to Addr field and type **Y**. If you are using the Customer Reference ID feature, go to **Step 6**. If not, go to **Step 7**.

Note: For more information, see the heading **Using the Customer Reference ID Feature**.

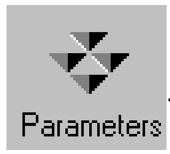
6. If you are using the Customer Reference ID feature, type **Y** in the Prompt for Cust ID field.
7. Press Enter until the cursor returns to the Action code field.

Setting Up G/L Master Numbers (Optional)

You can set up general ledger numbers for your credit card accounts, if needed. This is strictly an optional step.

1 From the DDMS Master Menu, double-click 

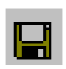
.

2 Double-click 

.

3 Double-click General Ledger, then double-click Master Numbers.

4 Click Credit Card and enter G/L account numbers as needed.

5 Click  when finished.

Setting Up and Using Level 3 Processing

Level 3 credit card processing is required by GSA (Federal Government), some state governments, and various corporations. It lets them audit their purchases. Because not all users require Level 3 credit card transactions, you can turn it on or off by customer.

Note: Level 3 transactions now work with taxable and non-taxable orders and Visa credit cards.

You may not notice a difference between Level 1, 2, or 3 transactions. The difference occurs at NET1. Check with NET1 to make sure you're set up for Level 3 processing.

To use Level 3 processing, you must set up:

- (+VK) screen
- Customer categories.

Setting Up the (+VK) Screen

1 In the (+V) screen, type **K** in the Requested Action field. The Setup Level 3 screen opens. See Figure 4.

2 In the Action field, type **C** to change or create a new record.

3 In the Location field, enter the location to use to set up Level 3.

4 In the Send Level 3 Item Detail field, type **Y** to enable Level 3 transactions.

5 In the Commodity Code field, enter the appropriate code. The Commodity Code is a general description of a product group, for example, office supplies. It is user-defined and set by customer.

6 In the Which Category to Check field, enter 1, 2, 3, or 4 to indicate which category field to check.

7 Use the Category From/To/+ fields to enter a range of categories. You use these categories to limit Level 3 transactions to customers with categories that match the category field you defined in **Step 6**.

8 When finished, press Enter.

Setting Up Customer Categories

You can select which categories to use for each customer in the Customer window.

1 In the Customer window, retrieve the customer. (For details, see your online help.)

Figure 4: Setting Up the (+VK) Screen

```
12:52:27                (VK) Setup Level 3 (MM/DD/YY06/04/04
================================================================================
Action ? [C]   (C=Change, I=Inquire)                     Location [ 1]
================================================================================
Send Level 3 Item Detail Y/N ?Y
Commodity Code :OFFICE SUPPL

For Customer Accounts with These Categories :
Which Category to Check 1-4 :
Category From [    ] to [    ] + [    ,     ,     ,     ,     ]




================================================================================
```

2 Select the Category box specified in the (+VK) screen by clicking the Category 1, 2, 3, or 4 box. See Figure 5.

3 Enter one of the categories set up in the (+VK) screen.

4 When finished, click .

Using Credit Cards

Using your DDMS system, you can accurately track your credit card resources at any time. You decide how to handle credit cards for each of your customers. With established customers, you can wait to charge the card after all items are delivered, rather than charging them for merchandise they haven't received. You can also charge the customer for either a percentage of the order, or you can charge the entire order amount at the time the order is placed.

You can specify whether to authorize the card when the order is entered. If you know the customer pays you, skipping the authorization step can save time. You can also post payments by credit card in the Accounts Receivable Posting window.

If you use a credit card scanner, you can set a parameter in the (L1) screen to prompt you when to scan the card.

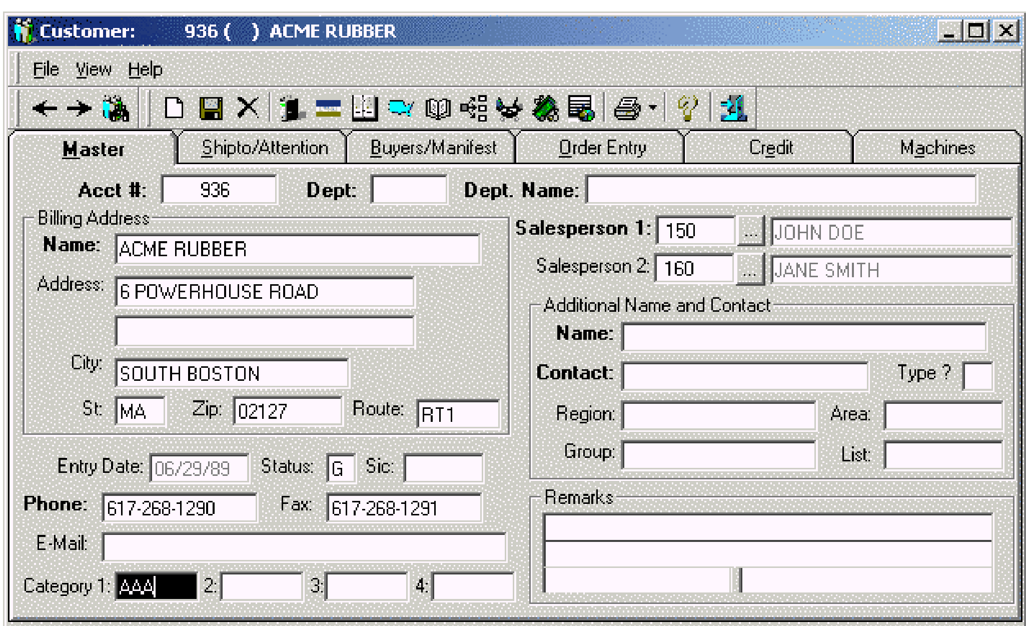


Figure 5: Setting Categories in the Customer Window

These options are set in the (LA2) A/R Parameters screen and the Customer Master tab.

1 Set parameters in the (LA2) screen.

1.1 In the (LA2) screen, type **C** in the Action field.

1.2 The cursor moves to the G/L Location field. Enter the location for which to set parameters or press Tab to accept the default.

1.3 Tab to the Allow Credit Card Payments In A/R Quick Pay field. To accept credit card payments in the Accounts Receivable Posting window, type **Y**.

1.4 Tab to the Require Authorization On Credit Card Payments field. Use this field to require an authorization number on credit card transactions. Type **N**.

1.5 In the Prompt for Address Verification on Credit Card Payments field, specify whether to use AVS (Address Verification System).

Type **Y** to use AVS.

Type **N** if you do not use AVS.

If you are not a Dealer Station user, go to **Step 2**.

1.6 Use the Pre-Authorize Credit Cards Through the Gateway When Zero Amount is Due field to pre-authorize credit cards.

Figure 6: The (L1) Terminal/Ticket/Printer Parameters Screen

```
09:23:08            (L1)  TERMINAL/TICKET/PRINTER PARAMETERS           03/12/03
================================================================================
  ACTION [C]  (C=CHANGE, I=INQUIRY, H=HELP, W=WINDOWS, L=LASER, P=O/E PRINTERS)
================================================================================
              Starting Terminal to have Order Entry as Master [TZ]
        KEY:  AHD=Ahead, ST.=Status, ONL=Print online, P=Printer number
   LOG.       KEY  O/E   T-I-C-K-E-T-S      SLIP      LABELS      INVOICES
   TER.  LOC. AHD  TYPE  ST.  ONL  FORM  P    FORM P     FORM P    ONL  FORM  P   OPTION
 1 [T0]  [ 1] [ ]  [ ]   [6]  [Y]  [4T   0]  [      ]  [      ]  [Y]  [8I   0]  [@  ]
 2 [T1]  [ 2] [ ]  [ ]   [6]  [Y]  [4T   0]  [      ]  [      ]  [Y]  [8I   0]  [B  ]
 3 [__]  [__] [_]  [_]   [_]  [_]  [____ _]  [____ _]  [____ _]  [_]  [____ _]  [___]
 4 [__]  [__] [_]  [_]   [_]  [_]  [____ _]  [____ _]  [____ _]  [_]  [____ _]  [___]
 5 [__]  [__] [_]  [_]   [_]  [_]  [____ _]  [____ _]  [____ _]  [_]  [____ _]  [___]
 6 [__]  [__] [_]  [_]   [_]  [_]  [____ _]  [____ _]  [____ _]  [_]  [____ _]  [___]
 7 [__]  [__] [_]  [_]   [_]  [_]  [____ _]  [____ _]  [____ _]  [_]  [____ _]  [___]
 8 [__]  [__] [_]  [_]   [_]  [_]  [____ _]  [____ _]  [____ _]  [_]  [____ _]  [___]
 9 [__]  [__] [_]  [_]   [_]  [_]  [____ _]  [____ _]  [____ _]  [_]  [____ _]  [___]
10 [__]  [__] [_]  [_]   [_]  [_]  [____ _]  [____ _]  [____ _]  [_]  [____ _]  [___]
11 [__]  [__] [_]  [_]   [_]  [_]  [____ _]  [____ _]  [____ _]  [_]  [____ _]  [___]
12 [__]  [__] [_]  [_]   [_]  [_]  [____ _]  [____ _]  [____ _]  [_]  [____ _]  [___]
13 [__]  [__] [_]  [_]   [_]  [_]  [____ _]  [____ _]  [____ _]  [_]  [____ _]  [___]
14 [__]  [__] [_]  [_]   [_]  [_]  [____ _]  [____ _]  [____ _]  [_]  [____ _]  [___]
15 [__]  [__] [_]  [_]   [_]  [_]  [____ _]  [____ _]  [____ _]  [_]  [____ _]  [___]
```

Type **Y** to validate the credit card with your service. You must set the Default Prepay Due As % Of Backorders field in the (LG5) Additional Order Entry Parameters screen to Ø.

Type **N** to skip this step.

1.7 Leave the Do Not Use Address Verification on Credit Cards Through The Gateway field blank if you use AVS. (You must use AVS.)

1.8 After you enter your response, the cursor returns to the Action field.

2 If you use an approved credit card scanner, set a parameter in the (L1) screen to prompt you when to scan the card.

2.1 In the (L1) screen, type **C** in the Action field.

2.2 Tab to the Option field on your terminal's line and type @. See Figure 6.

2.3 Press Enter through the rest of the lines in the screen to save your changes.

3 You can add a credit card to a customer's account. However, it is strictly optional. If a customer has a credit card record, the information displays during credit card transactions. After you complete an order with credit card as the payment type, a window opens with the following information: credit card number, expiration date, and type of card (Visa, Discover, and so forth).

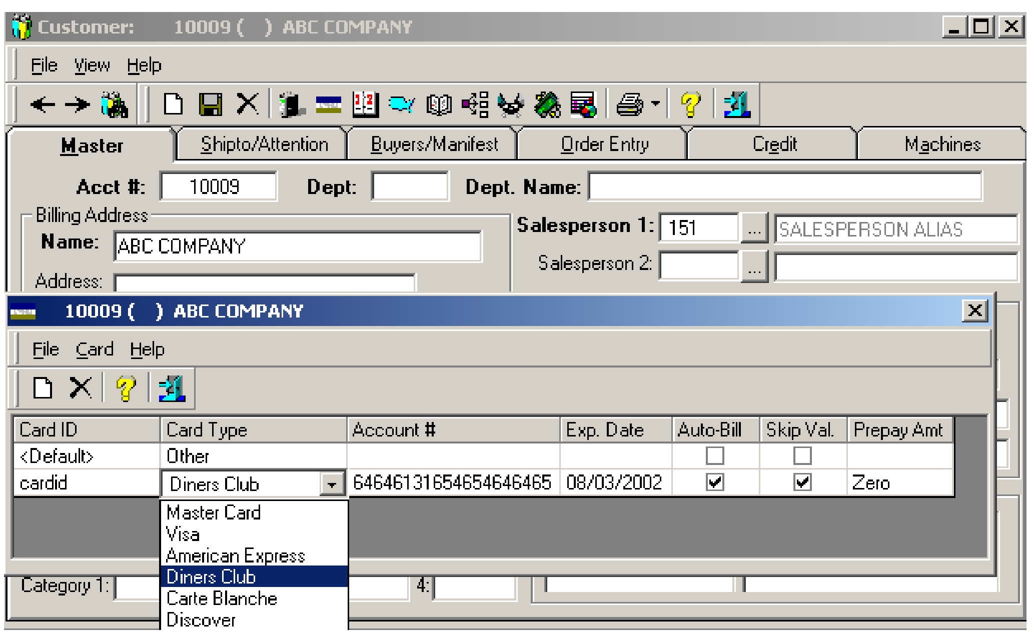


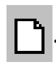
Figure 7: The Credit Card Dialog box

3.1 In the Customer window, select the customer as you normally would.

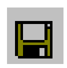
3.2 Click .

3.3 In the Credit Card Password box, enter the password from the Credit Card field in the (LA) screen. If no password is set, click OK to continue.

3.4 The Credit Card dialog box opens. The customer name and account number display in the title bar.

3.5 Click . A blank line appears. Click the boxes to enter information, as shown in Figure 7.

3.6 When you finish adding credit cards for this customer, click .

3.7 Click  in the Customer window to save your changes.

About Prepay Orders

When you place a credit card order in Order Entry, select PrePay in the Paycode box. Using this pay code lets you access the Available Tender Types box so you can select the credit card option. Once you choose the credit card option, you can enter the credit card information. This saves all the credit card information for the order. Afterwards, you can use the Pay on Prepay action code to manually invoice each pick ticket. Or, you can use the batch capturing and invoicing feature to bill the customer's credit card and invoice the order. Batch capturing and invoicing improves prepay flow for all DDMS users.

Credit Card Prepay Order Flow for All DDMS Users

When you place a credit card prepay order, you can change the Due $ box to reflect a zero amount due for orders with in-stock items. This lets your customers wait to receive the order until all backordered items have arrived. This way, customers receive only one invoice for the entire order. In addition, the prepay order is not ended as an invoice. Instead, you can end the ticket using the status set up in the T-I-C-K-E-T-S St field in the (L1) Terminal and Ticket Parameters screen, preferably a status 6.

Batch Capturing and Invoicing Prepay Orders

When you print invoices, you can print a copy of the Credit Card Transmission Report. This report provides detailed information about the status of the pick tickets in the P-CC file and can give you a daily, dated backlog of problem pick tickets. The report lists which pick tickets were not moved to an invoice after the batch capture and details why the pick ticket was not invoiced.

This report prints in pick ticket number order and includes the pick ticket number; order date; customer name; program name (name of the program that was used to move the ticket to an invoice); hold date (date you attempted to move the pick ticket to an invoice); hold time (time you attempted to move the pick ticket to an invoice); amount of the pick ticket; credit card type; pick ticket status (indicating whether the pick ticket was invoiced); and status message.

1 In the (TR) screen, select the [P] Credit Card Service Capture and Invoicing of Prepay Orders action code.

2 In the Modem field, press Enter to accept the default.

3 In the Route/To fields, you can specify a range of delivery route numbers to include. When you enter a range of numbers, you can specify whether the number from the Route box in the Customer Master tab is used or the number in the Route box in the Customer Buyers/Manifest tab is used.

Note: When limiting to a single value, you can enter the beginning of the range in the first field and leave the To field blank.

To not set limits, press Enter. The cursor moves to the Sort Order 1 field. Go to **Step 6**.

4 In the R/M field, specify whether to use the number from the Route box in the Customer Master tab or the number in the Route box in the Customer Buyers/Manifest tab. Type **R** to use the route number from the Customer Master tab. Type **M** to use the route number from the Customer Buyers/Manifest tab.

5 In the Zip #/To # fields, you can limit the invoices by specifying a range of zip codes.

Note: When limiting to a single value, you can enter the beginning of the range in the first field and leave the To field blank.

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6 In the Loc field, press Tab to accept the default location or enter the inventory location for which to print information. To print information for all inventory locations, press the Spacebar to move past the Loc field.

7 In the Printer field, press Tab to accept the default printer or enter the logical name for another printer.

8 In the Format field, press Tab to accept the default (the format specified in the T-I-C-K-E-T-S Form field in the (L1) screen), or enter another.

9 The Print Transmission Report prompt appears. The Credit Card Transmission Report shows all tickets not moved from a pick ticket to an invoice, along with a reason code. Type **Y** to print the Credit Card Transmission Report while the invoices print. Type **N** to not print the report.

10 In the Printer field, specify the logical name of the printer to print the Credit Card Transmission Report or press Tab to accept the default.

11 At the Ready To Transmit And Invoice prompt, type **Y** to batch capture and invoice prepay orders. This sends the tickets in the P-CC file to your merchant processor, invoices and prints completed tickets, and prints the Credit Card Transmission Report if you so specified. The cursor returns to the Report field.

Creating a Retail Ticket

Once you have set up the hardware and the necessary system information, you can create a ticket in commercial order entry or point-of-sale order entry. The pay codes you use most often are Cash, Prepay and Cash Return.

Note: If you know the customer pays, or to wait to authorize the card until all the merchandise is shipped, you can skip the credit card authorization process when you complete the order. You do this by checking the Skip Val box in the Credit Card dialog box.

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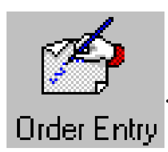
1 Double-click 

. The Order Entry window opens, displaying the Global tab.

2 Click the down arrow in the Action Code list box and select Order.

3 If the Order Style list box does not default to Retail, click the down arrow and select Retail. The Cash customer displays as the customer for this order.

4 The Item Detail tab opens and the cursor moves to the Item Number box. Select the item to place on this order as you normally would.

5 After you select an item, the cursor moves to the Order box. Press Tab to accept the quantity of one or enter the quantity to order.

6 In the Sell Price box, you can accept the default selling price of this item or enter a different selling price.

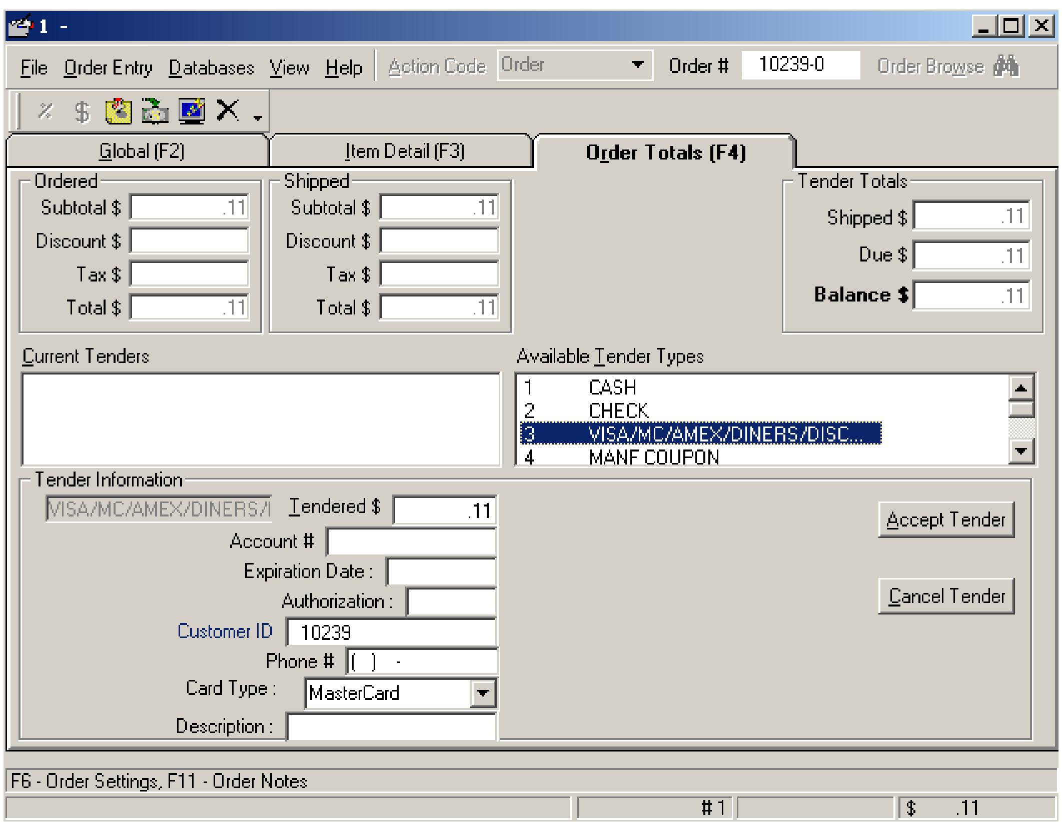
7 To add the item to the order, click Accept.

8 You can continue to add as many items as necessary. When you finish, click the Order Totals tab.

9 The Order Totals tab opens. The Due $ box displays the amount due for the shipped items on the order. The available tenders appear at the bottom of the tab, with credit card shown as the default tender.

Note: The default amount due is determined by the pick ticket status set in the T-I-C-K-E-T-S ST field in the (L1) Terminal and Ticket Parameters screen, and the amount set in the Default Prepay Due As % Of Backorders field in the (LG5) Additional Order Entry Parameters screen. For more details on how the default amount due is calculated for a prepay order, refer back to **About Prepay Orders**.

Figure 8: Select the Method of Payment



Select the method of payment for this order. You can choose cash, checks, credit cards, manufacturer's coupons, in-store coupons, dollar and percent discounts, gift certificates and miscellaneous tender. If the customer has default credit cards set up in the Credit Card dialog box, the Available Credit Cards window opens so you can select the credit card for the order.

To accept the customer's credit card as payment, click Visa/MC/Amex/Diners/Disc, as shown in Figure 8.

10 In the Tendered $ box, enter the amount of the charge to the credit card. Include the decimal point when you enter the dollar amount. For example, if the customer gives you four dollars and 50 cents, you must enter 4.50. If you enter 450, the amount is recorded as $450.00.

If you need to enter credit card information, go to **Step 11**.

If the credit card information displayed is correct, go to **Step 17**.

11 In the Account # box, enter the customer's credit card number.

12 In the Expiration Date box, enter the expiration date of the customer's credit card, omitting the slashes that separate day, month, and year.

13 If you use a credit card verification service, you can use the Authorization box to enter the authorization code.

14 In the Phone # box, enter the customer's telephone number.

15 The Card Type box is filled in automatically based on the card number.

16 In the Description box, enter any text that describes the type of credit card the customer is using.

17 After the correct credit card information is specified, click Accept. The order is ended at the status you selected. Unless you indicated not to print any pick tickets, the number of pick tickets you entered print. In addition, the pick tickets are faxed or emailed if you so specified. The cursor returns to the Global tab.

Note: For the Scan Card Now prompt to appear, your terminal must be set to @ in the (L1) screen Option field.

Setting Up Multiple Merchant IDs

Set up multiple merchant ids in the (+VI) Approval Link ID Setup screen. You can set up multiple merchant IDs three ways: by location, by customer account, and by order type. For more information, refer to the handouts on our website at www.ddms.com or your DDMS online help.

Setting Up Multiple Merchant IDs by Location

You must set up the Merchant ID that you obtained from Net1. Enter this new Merchant ID in the (+VI) screen for the new location. Make sure you enter the new location in the Location field.

Setting Up Multiple Merchant IDs by Customer Account

You must set up the Merchant ID that you obtained from NET1. Enter the new Merchant ID in the (+VI) screen. If the (+VI) screen is blank, you must enter your Primary Merchant ID as well as the new Merchant ID. If you are adding the Primary Merchant ID, make sure you specify Location 1 and leave the Type field blank.

You must set up the Type and Customer Code fields.

1. Go to the (+VI) screen and select [C] Change action code.
2. Enter the location in the Location field.
3. The Type field determines how or when the merchandise record is used.

   In the Type field, type **C** for Customer merchant ID (which is linked to a specific customer account). For all credit card transactions, the Customer type is checked first and used if available.
4. The Customer Code field is used to link a customer account to a merchant record. This field works with the Type field. You cannot enter a customer code unless you entered C in the Type field.
5. In the Merchant ID field, enter the Merchant ID obtained from NET1.
6. In the Merchant Key field, enter the Merchant Key.
7. In the Merchant Password field, enter the password.
8. At the Are You Sure prompt, type **Y**.

Setting Up Multiple Merchant IDs by Order Type

You must set up the Merchant ID that you obtained from NET1. Enter the new Merchant ID in the (+VI) screen. If the (+VI) screen is blank, you must enter your Primary Merchant ID as well as the new Merchant ID. If you are adding the Primary Merchant ID, make sure you specify Location 1 and leave the Type field blank.

Note: When you first set up Multiple Merchant IDs with credit cards, any open orders change to a different/new ID. You must invoice and process the credit card in an alternate fashion. You cannot settle any existing or outstanding prepay transactions using the new merchant ID. If you need assistance, contact ECi Support.

You must set up the Type field.

1 Go to the (+VI) screen and select [C] Change action code.

2 Enter the location in the Location field.

3 The Type field determines how or when the merchandise record is used.

   Type **R** for Retail order entry merchant ID.

   Type **W** for Web order entry (including A/R payments made through the web).

Note: If a customer-specific merchant ID is set up and assigned to a customer, orders for that customer use that merchant ID.

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4 In the Merchant ID field, enter the Merchant ID obtained from NET1.

5 In the Merchant Key field, enter the Merchant Key.

6 In the Merchant Password field, enter the password.

7 At the Are You Sure prompt, type **Y**.

Figure 9: The (LG7) Tender Code Master Screen

```
15:42:53                   (LG7)  Tender Code Master                    03/14/07
================================================================================
                                    Tender Code [3]
================================================================================
Description :VISA/MC/AMEX/DINERS/DISCOVER    Group :CC  Type :3  (1=Cash,2=Check)
             Display Priority :                                 (3=Card,4=Other)
Default Tender to Balance Y/N ?Y  Require Tender Input Y/N ?N  Default $

Prompt for Disc % Y/R/N ?N              Prompt for Account # Y/R/N ?Y
Prompt for Number Y/R/N ?N              Prompt for Name Y/R/N ?N
Prompt for Phone Y/R/N ?Y               Prompt for Drivers License Y/R/N ?N
Prompt for Exp. Date Y/R/N ?Y           Prompt for Birth Date Y/R/N ?N
Prompt for Description Y/R/N ?Y    Prompt for Authorization Y/R/N ?Y Mask Y/N ?N
Prompt for Bill To Addr. Y/N/R ?Y       Prompt for Cust ID Y/N/R ?Y
Max Change $       .01       Max Discount $                 Max Discount       %

Valid Terminals : [  ] to [  ] + [  ,  ,  ,  ,  ]
Valid Paycodes  : [1,4,R, ]  (1,4,6,ROA)
                                    Tender Password :
Check Bad Numbers Y/N ?Y            Print Receipt Y/N/P ?Y  Printer ?P1
Open Drawer Y/N/P ?N                   Format for Second Copy ?4I  Prompt Y/N ?Y
Auto Check Writer Y/N/P ?N          Acknowledge Check has Printed Y/N ?
Validate Check Y/N/P ?N             Acknowledge Check has Printed Y/N ?
```

Using the Customer Reference ID Feature

This feature lets you add the customer's P/O number to their statement. You can select order number, short purchase order number, or long purchase order number. This information is printed on the customer's statement and is stored in C-MANIFEST. You can use the information in this box with Report Writer. For this feature to work, you must have the Prompt for Cust ID field in the (LG7) parameters screen set to Y.

1 Request authorization. This feature requires additional authorization beyond that you received for using Approval Link 4.0. Contact ECi Support for more information.

2 Set parameters in the (LG7) Tender Code Master screen. See Figure 9.

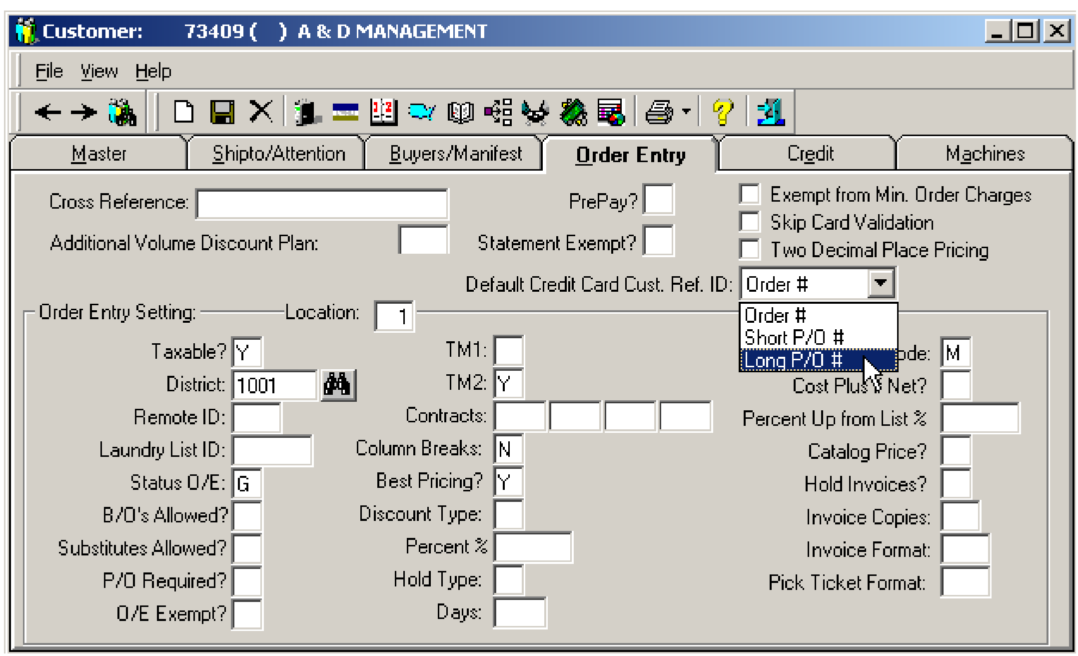
2.1 Go to the (LG7) screen and type **C** in the Action field.

2.2 In the Tender Code field, type **3**. The (LG7) Tender Code Master screen opens.

2.3 If you are using the Customer Reference ID feature, tab to the Prompt for Cust ID field. Type **Y** to give you the option to enter a customer's identification code.

2.4 Press Enter.

Figure 10: The Default Credit Card Cust Ref ID Box



3 Set up the Customer database.

3.1 In the Customer window, retrieve the customer as you normally would.

3.2 Click the Order Entry tab.

3.3 Click the down arrow in the Default Credit Card Cust Ref Id box. See Figure 10. You can select:

- Order number
- Short P/O number
- Long P/O number.

3.4 When finished, click .

Note: If the Default Credit Card Cust Ref ID box does not appear on the Customer Order Entry tab, either you are not properly authorized or the (LG7) parameter is not set. Repeat **Steps 1** and/or **2** to correct the problem.
